

<b>CONTRACT AWARD</b> SP-38 Rev. 01/02	<b>STATE OF CONNECTICUT</b> DEPARTMENT OF INFORMATION TECHNOLOGY CONTRACTS & PURCHASING DIVISION 101 EAST RIVER DRIVE, 4 <sup>th</sup> Floor EAST HARTFORD, CT 06108-3274	Contract Award # <b>04ITZ0046</b>
<b>Purchasing Contact:</b> <i>Jacqueline Shirley, PSO II</i>		Contract Award Date <b>September 1, 2004</b>
<b>Telephone Number:</b> (860) 622-2327		Expiration Date <b>October 31, 2004</b>
<b>E-Mail Address:</b> <a href="mailto:Jacqueline.Shirley@po.state.ct.us">Jacqueline.Shirley@po.state.ct.us</a>		

## CONTRACT AWARD

**IMPORTANT:** THIS IS NOT A PURCHASE ORDER. DO NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.

COMMODITY CLASS/SUBCLASS & DESCRIPTION: **5018-840 DELL PowerEdge 1850, 2850 & 6650 Servers**

FOR: <b>Department of Information Technology, Municipalities, Political Subdivisions, Non-Profits and Education 101 East River Drive East Hartford ,CT 06108</b>		DELIVERY DATE REQ'D: <b>Earliest Guaranteed Delivery Date</b>	
		TERM OF CONTRACT: <b>2 Month Term Contract with the option to extend for up to two (2) additional two (2) month periods – May be used to purchase additional servers and Option Items</b>	
		AGENCY REQUISITION NUMBER: <b>401226</b>	
IN STATE (NON-SB) CONTRACT VALUE	DAS CERTIFIED SMALL BUSINESS CONTRACT VALUE	OUT OF STATE CONTRACT VALUE	TOTAL CONTRACT AWARD VALUE
--	--	<b>\$666,512.40 Est.</b>	<b>\$666,512.40 Est.</b>

**NOTICE TO CONTRACTORS:** This notice of award is not an order to ship. The using agency or agencies on whose behalf the contract is made will furnish purchase orders against contracts. Send invoices directly to the using/ordering agency per instructions on purchase order.

**NOTE:** Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

**NOTICE TO AGENCIES:** A complete explanatory report shall be furnished promptly to the Director concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

- ▶ **CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.
- ▶ **PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

### CONTRACTOR INFORMATION:

Company Name: **Dell Marketing L.P.**

Address: **One Dell Way, RR8/8706, Round Rock, Texas 78682**

Tel. No.: **(512) 725-3702**

Fax No.: **(512) 283-3702**

Contract Value: **\$666,512.40 Est.**

**(800) 981-3355 x53702**

Contact Person: **David F. White**

SSN/FEIN #: **74-2616805**

Delivery: **14 - 30 days ARO**

Certification Type: **None**

Terms: **Net 45 Days**

Supply to Political Sub-Divisions: **Yes**

(SBE, MBE, WBE or None)

Company E-mail Address: [david\\_f\\_white@dell.com](mailto:david_f_white@dell.com)

**APPROVED**

Date Issued: **September 1, 2004**

**Holly Miller-Sullivan**

**Director of Contract & Purchasing Division**

(Original Signature on Document in Procurement Files)

**STATE OF CONNECTICUT**  
**DOIT – CONTRACTS & PURCHASING DIVISION**

**Award Number**  
**04ITZ0046**

Purchasing Contact:  
**Jacqueline Shirley, PSO II**

Telephone Number:  
**(860)622-2327**

E-Mail Address:  
[Jacqueline.shirley@po.state.ct.us](mailto:Jacqueline.shirley@po.state.ct.us)

**CONTRACT AWARD  
SCHEDULE**

**04ITZ0046**

CONTRACT AWARD DATE  
**September 1, 2004**

DELIVERY  
**14-30 business days A.R.O.**

PAYMENT TERMS <b>Net 45 Days</b>	CASH DISCOUNT -- % -- Days
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**Pricing includes all transportation charges FOB State Agency.**

VENDOR NAME:  
**Dell Marketing L.P.**

SSN OR FEIN #: **74-2616805**

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**The Department of Information Technology is issuing this contract award for  
Dell 1850, 2850 & 6650 PowerEdge Servers to the above named vendor**

DESCRIPTION OF COMMODITY AND/OR SERVICES		QTY	UNIT OF MEASURE	UNIT PRICE	TOTAL PRICE FOR 20 SERVERS WITHOUT OPTIONS
<b>1</b>	<b>Dell PowerEdge 1850 3.0/1MB Cache Base Server (per attached base specifications)</b>	<b>20</b>	<b>Each</b>	<b>\$ 2,689.17</b>	<b>\$53,783.40</b>
<b>OPTIONS FOR DELL POWEREDGE 1850 (ITEMS THAT MAY OR MAY NOT BE PURCHASED)</b>			<b>QTY</b>	<b>UNIT OF MEASURE</b>	<b>UNIT PRICE</b>
<b>a</b>	Additional Xeon 3.0Ghz/1MB Cache, 800MHz FSB processor	1	Each	\$ 407.46	
<b>b</b>	Memory 2GB DDR2, 400MHz (2x1GB), Single Ranked DIMMs	1	Each	\$ 381.40	
<b>c</b>	Memory 4GB DDR2, 400MHz (4x1GB), Dual Ranked DIMMs	1	Each	\$ 1,199.07	
<b>d</b>	Memory 6GB DDR2, 400MHz (6x1GB), Single Ranked DIMMs	1	Each	\$ 1,910.10	
<b>e</b>	Memory 8GB DDR2, 400MHz (4x2GB), Dual Ranked DIMMs	1	Each	\$ 3,557.06	
<b>f</b>	First Hard Drive – 73GB 10K RPM Ultra 320 SCSI Drive	1	Each	\$ 112.50	
<b>g</b>	First Hard Drive – 146GB 10K RPM Ultra 320 SCSI Drive	1	Each	\$ 204.11	
<b>h</b>	Second Hard Drive – 73GB 10K RPM Ultra 320 SCSI Drive	1	Each	\$ 112.50	
<b>i</b>	Second Hard Drive – 146GB 10K RPM Ultra 320 SCSI Drive	1	Each	\$ 204.11	
<b>j</b>	Secondary Controller – PERC4/DC, 2 Ext. Channels, 0 Int. Channels	1	Each	\$ 659.25	
<b>k</b>	Secondary Controller – 39160 Ultra3 SCSI LVD Controller Card	1	Each	\$ 149.25	
<b>l</b>	Second Network Adapter – 2 X Intel Pro 1000MT Copper Gigabit Network Adapter	1	Each	\$ 193.50	
<b>m</b>	Second Network Adapter – Intel Pro 1000MF Fiber Gigabit Network Adapter	1	Each	\$ 524.25	
<b>n</b>	Operating System – Windows 2003 Server, Standard Edition with 5 Client Licenses	1	Each	\$ 599.25	
<b>o</b>	Operating System – Windows 2003 Server, Enterprise Edition with 25 Client Licenses	1	Each	\$ 2,471.25	
<b>p</b>	Operating System – Windows 2003 Server Web Edition with 5 Client Licenses	1	Each	\$ 261.75	
<b>r</b>	Red Hat Enterprise Linux AS 3, 1YR RHN Subscription	1	Each	\$ 674.25	

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<b>s</b>	Red Hat Enterprise Linux ES v3, 1YR RHN Subscription		1	Each	\$ 261.75
<b>t</b>	Red Hat Enterprise Linux AS v3, 1YR RHN Subscription, EM64T		1	Each	\$ 261.75
<b>u</b>	Redundant Power Supply with Y-Cord and Straight Cords		1	Each	\$ 236.21
<b>v</b>	Dell Remote Access Card, 4 <sup>th</sup> Generation for PowerEdge		1	Each	\$ 236.21
<b>w</b>	3YR Gold Support, 4 HR Onsite, S/W Support, TAM Service		1	Each	\$ 1,022.47
	DESCRIPTION OF COMMODITY AND/OR SERVICES	QTY	UNIT OF MEASURE	UNIT PRICE	TOTAL PRICE FOR 50 SERVERS WITHOUT OPTIONS
<b>1</b>	Dell PowerEdge 2850 3.4GHz/1MB Cache Base Server (per attached base specifications)	50	Each	\$ 3,477.85	\$173,892.50
	OPTIONS FOR DELL POWEREDGE 2850 (ITEMS THAT MAY OR MAY NOT BE PURCHASED)		QTY	UNIT OF MEASURE	UNIT PRICE
<b>a</b>	Additional Xeon 3.4Ghz/1MB Cache, 800MHz FSB		1	Each	\$ 871.53
<b>b</b>	Memory 2GB DDR2, 400MHz (2x1GB), Single Ranked DIMMs		1	Each	\$ 370.40
<b>c</b>	Memory 4GB DDR2, 400MHz (4x1GB), Dual Ranked DIMMs		1	Each	\$ 1,194.47
<b>d</b>	Memory 6GB DDR2,400MHz (6x1GB), Single Ranked DIMMs		1	Each	\$ 1,882.97
<b>e</b>	Memory 8GB DDR2, 400MHz (4x2GB), Dual Ranked DIMMs		1	Each	\$ 3,471.63
<b>f</b>	Hard Drive Configuration – Drives attached to embedded PERC4ei, RAID 10, 4 Drives required		1	Each	\$ 100.00
<b>g</b>	First Hard Drive – 146GB 10K RPM Ultra 320 SCSI Drive		1	Each	\$ 128.53
<b>h</b>	Second Hard Drive – 146GB 10K RPM Ultra 320 SCSI Drive		1	Each	\$ 128.53
<b>i</b>	Third Hard Drive – 73GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 283.29
<b>j</b>	Third Hard Drive – 146GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 369.26
<b>k</b>	Fourth Hard Drive – 73GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 283.29
<b>l</b>	Fourth Hard Drive – 146GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 369.26
<b>m</b>	Fifth Hard Drive – 73GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 283.29
<b>n</b>	Fifth Hard Drive – 146GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 369.26
<b>o</b>	Sixth Hard Drive – 73GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 283.29
<b>p</b>	Sixth Hard Drive – 146GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 369.26
<b>q</b>	Secondary Controller – PERC4/DC, 2 Ext. Channels, 0 Int. Channels		1	Each	\$ 659.25
<b>r</b>	Secondary Controller – 39160 Ultra3 SCSI LVD Controller Card		1	Each	\$ 149.25
<b>s</b>	Second Network Adapter – 2 X Intel Pro 1000MT Copper Gigabit Network Adapter		1	Each	\$ 193.50
<b>t</b>	Second Network Adapter – Intel Pro 1000MF Fiber Gigabit Network Adapter		1	Each	\$ 524.65
<b>u</b>	Operating System – Windows 2003 Server, Standard Edition with 5 Client Licenses		1	Each	\$ 599.25
<b>v</b>	Operating System – Windows 2003 Server, Enterprise Edition with 25 Client Licenses		1	Each	\$ 2,471.25
<b>w</b>	Operating System – Windows 2003 Server Web Edition with 5 Client Licenses		1	Each	\$ 261.75
<b>x</b>	Red Hat Enterprise Linux AS 3, 1YR RHN Subscription		1	Each	\$ 674.25
<b>y</b>	Red Hat Enterprise Linux ES v3, 1YR RHN Subscription		1	Each	\$ 261.75
<b>z</b>	Red Hat Enterprise Linux AS v3, 1YR RHN Subscription, EM64T		1	Each	\$ 261.75
<b>aa</b>	Dell Remote Access Card, 4 <sup>th</sup> Generation for PowerEdge		1	Each	\$ 212.29
<b>ab</b>	3YR Gold Support, 4 HR Onsite, S/W Support, TAM Service		1	Each	\$ 1,022.47

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<b>ac</b>	3YR Gold Support, 2 HR Response w/6Hr Repair S/W Support, TAM Service		1	Each	\$ 1,618.55
<b>ad</b>	EMC – 2GB FC PCI-X SGL-CH EMC HBA		1	Each	\$ 1,212.20
<b>ae</b>	Emulex – 64Bit 133MHz PCI-X 2GB-FC HBA EMB MMF LC No UNIX		1	Each	\$ 1,279.70
<b>af</b>	Emulex – LightPulse LP9002L-E Network Adapter		1	Each	\$ 1,699.75
	DESCRIPTION OF COMMODITY AND/OR SERVICES	QTY	UNIT OF MEASURE	UNIT PRICE	TOTAL PRICE FOR 20 SERVERS WITHOUT OPTIONS
<b>1</b>	Dell PowerEdge 6650 2.7GHz/2MB Cache Base Server (per attached base specifications)	20	Each	\$ 15,987.10	\$319,742.00
	OPTIONS FOR DELL POWEREDGE 6650 (ITEMS THAT MAY OR MAY NOT BE PURCHASED)		QTY	UNIT OF MEASURE	UNIT PRICE
<b>a</b>	Memory 8GB DDR2, 400MHz (8x1GB), Single Ranked DIMMs		1	Each	\$ 1,782.00
<b>b</b>	Memory 12GB DDR2, 400MHz (12x1GB), Dual Ranked DIMMs		1	Each	\$ 3,582.00
<b>c</b>	Memory 16GB DDR2,400MHz (16x1GB), Single Ranked DIMMs		1	Each	\$ 4,951.05
<b>d</b>	First Hard Drive – 73GB 10K RPM Ultra 320 SCSI Drive		1	Each	\$ 112.50
<b>e</b>	First Hard Drive – 146GB 10K RPM Ultra 320 SCSI Drive		1	Each	\$ 204.11
<b>f</b>	Second Hard Drive – 73GB 10K RPM Ultra 320 SCSI Drive		1	Each	\$ 112.50
<b>g</b>	Second Hard Drive – 146GB 10K RPM Ultra 320 SCSI Drive		1	Each	\$ 204.11
<b>h</b>	Third Hard Drive – 73GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 112.50
<b>i</b>	Third Hard Drive – 146GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 204.11
<b>j</b>	Fourth Hard Drive – 73GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 112.50
<b>k</b>	Fourth Hard Drive – 146GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 204.11
<b>l</b>	Fifth Hard Drive – 73GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 112.50
<b>m</b>	Fifth Hard Drive – 146GB 10K RPM UIltra 320 SCSI Drive		1	Each	\$ 204.11
<b>n</b>	Secondary Controller – PERC3-DC, 128MB 1 Int., 1 Ext. Channel		1	Each	\$ 791.10
<b>o</b>	Secondary Controller – Dual Channel Ultra3 SCSI Card		1	Each	\$ 179.10
<b>p</b>	Second Network Adapter – Intel Pro 1000MT Dual Port Gigabit Network Adapter		1	Each	\$ 232.20
<b>q</b>	Operating System – Windows 2003 Server, Standard Edition with 5 Client Licenses		1	Each	\$ 599.25
<b>r</b>	Operating System – Windows 2003 Server, Enterprise Edition with 25 Client Licenses		1	Each	\$ 2,471.25
<b>s</b>	Red Hat Linux 2.1 Advanced Server, Customer Installed		1	Each	\$ 2,149.10
<b>t</b>	EMC – 2GB FC PCI-X SGL-CH EMC HBA		1	Each	\$ 1,212.20
<b>u</b>	Emulex – 64Bit 133MHz PCI-X 2GB-FC HBA EMB MMF LC No UNIX		1	Each	\$ 1,279.70
<b>v</b>	Emulex – LightPulse LP9002L-E Network Adapter		1	Each	\$ 1,699.75

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	DESCRIPTION OF COMMODITY AND/OR SERVICES	QTY	UNIT OF MEASURE	UNIT PRICE	TOTAL PRICE FOR 5 SERVERS
1	Dell PowerEdge 6650 3.0GHz/4MB Cache Base Server (per attached base specifications)	5	Each	\$23,690.70	\$119,094.50

**This is an Estimated Total Contract Award of: \$666,512.40**

**Vendor Contact:** David F. White, Proposal Manager, Dell Marketing L.P.

Address: One Dell Way RR8/8706, Round Rock, Texas 78682

Phone: 800-981-3355 x3702 Fax: 512-283-3702 E-mail: [david\\_f\\_white@dell.com](mailto:david_f_white@dell.com)

Representative that will **service** Servers:

Name: Scott R. Morgan

Address: One Dell Way RR8/8706, Round Rock, Texas 78682

Phone: 800-981-3355 x63588 Fax: 512-238-3702 E-mail: [scott\\_r\\_morgan@dell.com](mailto:scott_r_morgan@dell.com)

**NOTES:**

1. Vendor must comply with the Standard & Special Bid and Contract Terms and Conditions
2. Prices include equipment, installation of all applicable software/cards/memory necessary, cables, delivery, and warrantee. All hardware components and software must be installed and configured before delivery. Everything must be Year 2000 Compliant.

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**All correspondence regarding this contract award must be in writing and submitted to:**

Jacqueline Shirley, PSO II,  
Contract Award # **04ITZ0046**  
DOIT - Contract & Purchasing Division  
101 East River Drive, 4<sup>th</sup> Floor  
East Hartford, CT 06108

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**STATE OF CONNECTICUT**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
**CONTRACTS & PURCHASING DIVISION**  
**101 EAST RIVER DRIVE, 4<sup>th</sup> FLOOR**  
**EAST HARTFORD, CT 06108**

<b>Contract Award Number</b> <b>04ITZ0046</b>
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**Contract Award Specifications**  
**Award # 04ITZ0046**

**DELL 1850**  
**(Base Configuration – Qty 20)**

**BASE:** PowerEdge 1850, Intel Xeon processor at 3.0GHz/1MB Cache, 800MHz FSB

**MEMORY:** 1GB DDR2, 400MHz (2x512MB), Single Ranked DIMMs

**HARD DRIVE CONFIGURATION:** Drives attached to embedded PERC4ei, RAID 1,  
2 Drives required

**PRIMARY CONTROLLER:** Embedded RAID (ROMB) – PERC4ei (Embedded Integrated )

**PRIMARY HD:** 36GB 10K RPM Ultra 320 SCSI Drive

**SECOND HD:** 36GB 10K RPM Ultra 320 SCSI Drive

**RISER CARD:** Riser with PCI-X Support and Embedded RAID (ROMB) Support

**NETWORK ADAPTER:** Dual On-Board NICS

**CHASSIS CONFIGURATION:** Rapid Rails for Dell Rack

**OPERATING SYSTEM:** No Factory Installed Operating System

**BEZEL:** Active ID Bezel Option

**FLOPPY DRIVE:** 1.44MB Floppy Drive

**CD/DVD DRIVE:** 24X IDE CD-RW/DVD ROM Drive for PowerEdge Servers, All OS

**HARDWARE SUPPORT SERVICES:** 3 Year Same Day, 4 Hr Response Parts + Onsite Labor  
(7 Days x 24 Hours)

# **DELL 2850**

## **(Base Configuration – Qty 50)**

**BASE:** PowerEdge 2850, Intel Xeon processor at 3.4GHz/1MB Cache, 800MHz FSB

**MEMORY:** 1GB DDR2, 400MHz (2x512MB), Single Ranked DIMMs

**HARD DRIVE CONFIGURATION:** Drives attached to embedded PERC4ei, RAID 1,  
2 Drives required

**HARD DRIVE BACKPLANE:** 1x6 Hard Drive Backplane, PE2850

**PRIMARY CONTROLLER:** Embedded RAID (ROMB) – PERC4ei (Embedded Integrated )

**PRIMARY HD:** 73GB 10K RPM Ultra 320 SCSI Drive

**SECOND HD:** 73GB 10K RPM Ultra 320 SCSI Drive

**Riser Card:** Riser with PCI-X Support and Embedded RAID (ROMB) Support

**NETWORK ADAPTER:** Dual On-Board NICS

**CHASSIS CONFIGURATION:** Rapid Rails for Dell Rack

**OPERATING SYSTEM:** No Factory Installed Operating System

**BEZEL:** Active ID Bezel Option

**POWER SUPPLY:** Redundant Power Supply with Y-Cord and Straight Cords

**FLOPPY DRIVE:** 1.44MB Floppy Drive

**CD/DVD DRIVE:** 24X IDE CD-RW/DVD ROM Drive for PowerEdge Servers, All OS

**HARDWARE SUPPORT SERVICES:** 3 Year Same Day, 4 Hr Response Parts + Onsite Labor  
(7 Days x 24 Hours)

# **DELL 6650**

## **(Base Configuration – Qty 20)**

**BASE:** PowerEdge 6650, Quad Processor Intel Xeon, 2.7GHz w/2MB Cache

**CHASSIS CONFIGURATION:** Rapid Rails for Dell Rack, P6650

**MEMORY:** 4GB DDR SDRAM, 4x1GB DIMMs

**First HD:** 36GB 10K RPM Ultra 320 SCSI Drive

**Second HD:** 36GB 10K RPM Ultra 320 SCSI Drive

**Third HD:** 36GB 10K RPM Ultra 320 SCSI Drive

**Fourth HD:** 36GB 10K RPM Ultra 320 SCSI Drive

**PRIMARY CONTROLLER:** PERC3-DC, 128MB, 1 Internal, 1 External Channel

**HARD DRIVE CONFIGURATION:** – Add-in Card RAID 5

**FIRST NETWORK ADAPTER:** Dual On-Board NICS

**DISKETTE DRIVE:** 1.44MB Diskette Drive

**CD ROM or DVD ROM:** 24X IDE CD-RW/DVD ROM Drive for PowerEdge Servers

**OPERATING SYSTEM:** No Factory Installed Operating System

**DOCUMENTATION:** Users Manual, Installation and Trouble Shooting Guide on CD

**SOFTWARE SUPPORT SERVICES:** None

**INSTALLATION SUPPORT SERVICES:** No Installation

**HARDWARE SUPPORT SERVICES:** 3 Year Same Day, 4 Hr Response Parts + Onsite Labor  
(7 Days x 24 Hours)



# **DELL 6650**

## **(Base Configuration – Qty 5)**

**BASE:** PowerEdge 6650, Quad Processor Intel Xeon, 3.0GHz w/4MB Cache

**CHASSIS CONFIGURATION:** Rapid Rails for Dell Rack, P6650

**MEMORY:** 4GB DDR SDRAM, 4x1GB DIMMs

**FIRST HD:** 36GB 15K RPM Ultra 320 SCSI Drive

**SECOND HD:** 36GB 15K RPM Ultra 320 SCSI Drive

**PRIMARY CONTROLLER:** PERC4-DC, 128MB, 1 Internal, 1 External Channel

**HARD DRIVE CONFIGURATION:** Add-in Card RAID 5

**FIRST NETWORK ADAPTER:** Intel Pro 1000MT Copper Gigabit Network Adapter

**DISKETTE DRIVE:** 1.44MB Diskette Drive

**CD ROM or DVD ROM:** 24X IDE Internal CD-RW/DVD ROM Drive for PowerEdge Servers

**OPERATING SYSTEM:** No Factory Installed Operating System

**DOCUMENTATION:** Users Manual, Installation and Trouble Shooting Guide on CD

**SOFTWARE SUPPORT SERVICES:** None

**INSTALLATION SUPPORT SERVICES:** No Installation

**HARDWARE SUPPORT SERVICES:** 3 Year Same Day, 4 Hr Response Parts + Onsite Labor  
(7 Days x 24 Hours)